

Harm Prevention and Minimisation Policy

NZCT and its venue operators accept a duty to provide a responsible gaming environment. This policy outlines the procedures that must be in place at our venues to minimise the risk of problem gambling occurring. It also lists the steps that must be taken when actual or potential problem gamblers are identified.

Offence:

Failure to supply a copy of this Harm Prevention and Minimisation Policy when requested may result in the venue manager being fined **\$5,000**.

Problem gambling

A problem gambler is a person whose gambling causes harm or may cause harm.

Harm:

- means harm or distress of any kind arising from, or caused or exacerbated by, a person's gambling; and
- includes personal, social or economic harm suffered –
 - by the person; or
 - the person's spouse, partner, family, whanau, or wider community; or
 - in the workplace; or
 - by society at large

Problem gambling can be described as occasional or regular gambling to excess, to the extent that it leads to problems in other areas of life, particularly with finances and inter-personal relationships. These problems range from minor ones involving arguments with the family over gambling expenditure, to problems involving a compulsive addiction to gambling resulting in major financial or inter-personal difficulties.

A person may self-disclose to venue staff that they have a gambling problem. They may do this explicitly or they might make a veiled reference to gambling causing them harm (eg: not having money for groceries). Comments made by the gambler's friends or family or the gambler's own behaviour may also be evidence of harm or potential harm.

Venue requirements

Training

All staff members need to be aware of their legal obligations relating to problem gambling. They must be trained to identify and deal appropriately with potential and actual problem gamblers. NZCT recommends venues nominate one staff member to be responsible for checking and coordinating harm prevention and minimisation training. If the responsibility is not assigned, it will default to the venue manager, who has overall responsibility for ensuring legal requirements are met.

Signage

NZCT supplies the venue with harm prevention brochures, signs and notices. By law the venue must display these in the gaming area. This material informs customers about this policy, the odds of winning on gaming machines, it encourages customers to gamble at limits they can afford, and it details the signs of problem gambling and explains how to get help. Jackpot signs must not be visible from outside the gaming venue. Other signage refers to the 18 year age restriction and provides information about our grant applications.

Credit

It is an offence for a staff member to provide credit which is intended to be used for gambling.

ATMs

No automatic teller machines (ATMs) are permitted in the gambling area. If the gambling area is not defined, ATMs are not allowed anywhere in the venue.

Syndicated play

Syndicated play is not permitted on gaming machines. If two or more customers are playing together to increase their chance of striking the jackpot, venue staff must ask them to stop. No winnings resulting from syndicated play will be paid.

Policy for identifying problem gamblers

The venue manager will receive training to keep up-to-date with procedures for identifying problem gamblers and the process for dealing with them. The venue manager will be responsible for ensuring that a sufficient number of staff are trained in harm prevention and minimisation so that the venue can always meet its legal requirements.

All gamblers have the potential to develop a gambling problem. This means all customers have the potential to become problem gamblers. However, some people will be more at risk than others.

Characteristics of a potential problem gambler include **but are not limited to** the following (these items are in no particular order):

- The person
 - stays in the gaming venue for excessive periods of time
 - gambles frequently
 - drinks to excess or appears intoxicated while playing gaming machines
 - plays two or more machines
 - is disorderly and/or argues with other customers or staff
 - makes repeated requests for cash from the EFTPOS machine or makes repeated trips to ATM machines
 - attempts to cash cheques
 - attempts to borrow money or sell personal effects at the venue
 - appears distressed
 - talks about problems related to excessive gambling
 - is verbally abusive or causes damage to the gaming machines
 - is unaware of the time they've spent gambling
 - refuses to leave the gaming machine for toileting

- Information is received
 - that the person has an *Exclusion Order* at another venue
 - from the person's family or friends expressing concern they are gambling excessively, using funds budgeted for other expenditure, possibly stealing to fund their gambling or have left their children without adequate supervision while they gamble

If staff notice any of the behaviours listed above, they **must** report their concerns to the on-duty manager.

If a problem gambler is identified, the manager should politely approach the person concerned, and offer them information and advice about problem gambling. If possible, the manager will speak to the player privately, and will at all times treat them with respect and sensitivity.

The information or advice offered must include a description of the self-exclusion procedure, and the venue's power to issue an *Exclusion Order* which prohibits a person from entering the gambling area for up to two years (if your gambling area is not defined, the order prohibits the person from entering your entire venue).

Exclusion orders

Exclusion Orders must be issued to all self-identified problem gamblers. Once completed, one copy must be kept by the venue, one must be sent to the problem gambler, and a further copy must be sent to NZCT.

The problem gambler must provide a photo so staff members are able to identify the excluded person, should they attempt to enter the gaming venue.

The Gambling Act makes it clear that the venue manager or any other qualified staff member can ask a customer to leave the gambling area at any time. No reason needs to be given. A trespass notice may be issued banning the person from the entire venue, not just the gambling area.

Offences:

- a person who enters a venue in breach of an *Exclusion Order* is liable to a fine of up to **\$500**
- any venue manager who, after receiving a request by a self identified problem gambler, knowingly fails to issue an *Exclusion Order* is liable for a fine of up to **\$10,000**
- a venue manager (or person acting on their behalf) who knowingly allows an excluded person to enter the gaming venue may be liable for a fine of up to **\$10,000**

Harm Minimisation Incident Register

NZCT supplies a Harm Minimisation Incident Register to all its venues. This is for documenting all actions taken in regard to actual and potential problem gamblers, and to record observations about the behaviour of people who may be at risk.

Documented records of incidents, observations, and actions by staff help demonstrate that the venue takes its harm minimisation obligations seriously. These records also serve as a practical training tool for staff. The register will protect both the gambler and the venue manager where *Exclusion Orders* are issued or current. It will also be used during review processes (for instance, should a prosecution or licensing sanction eventuate).

Having up-to-date, completed documentation helps demonstrate compliance with the Gambling Act and other harm prevention and minimisation regulatory requirements.

Harm Prevention and Minimisation training

A staff member trained in harm minimisation must be on duty at NZCT venues whenever gaming machines are in operation. This staff member must be familiar with all legal and procedural requirements relating to responsible gambling and harm prevention and minimisation. It is the venue's responsibility to ensure that trained staff are available to cover all periods of operation. NZCT will provide training (and refresher training) for groups or individuals at the venue as requested.

At a minimum staff must be trained to:

- approach a player if they have reasonable grounds to believe that person may be experiencing difficulties relating to gambling
- provide information to customers about the characteristics of problem gambling (including recognised signs of problem gambling), the potential risks and consequences of problem gambling, and how to get help
- remind a player that, if the venue manager has reasonable grounds to believe they have a gambling problem, they may be banned from the gambling area for up to two years
- remind a player that they can 'self-identify' (advise others) as a problem gambler and ask to be excluded from the gaming venue for up to two years

Under age gamblers

All gaming machines are located in a separate area where they are supervised by trained staff. Signage at the gaming venue entrance advises customers that it is an offence for people under 18 years of age to play gaming machines.

Anyone who appears to be under 25 years of age will be asked to produce photo identification (passport, NZ driver's licence, HANZ card) to verify their age. People who cannot produce such evidence may be excluded. Prize money will not be paid to anyone who looks under 20 years of age and is unable to produce photo identification confirming they are 18 years or older. The prize money will be held, along with the person's name, address and date the prize was won, until photo identification is provided to confirm the person is 18 years or older.

Any money not claimed within seven days will be treated as 'net proceeds' at the venue.

Offence:

A venue manager, operator, key person or other personnel involved in gambling who knowingly allows a minor to participate in gambling may be liable for a fine of up to **\$1,000**.

Monitoring

Venue staff should actively monitor gaming venues for problem gamblers and under age people entering the gaming venue.

NZCT will provide CCTV to ensure that the gaming venue is adequately monitored in the event of an issue.

Venue managers or other qualified staff will check the gaming venue at agreed frequencies. The time frame will be determined after considering the number of gaming machines, the number of players, the turnover, venue layout and any other relevant factors.